



# Change Authorization for ServiceElite

Both of us agree to add the following terms as part of our ServiceElite contract.

## IBM i Monthly Software Maintenance for Service Providers

The following additional terms apply when Client acts as a Service Provider. The parties agree to amend the referenced Master Services Attachment for ServiceElite (Attachment) to include:

### 1. Client Responsibilities

Client agrees:

- a) that it is a Service Provider under the IBM i Monthly License Attachment for Service Providers (License);
- b) that Client notices and changes under the License must be made via feature code order, including notices of termination where permitted by the Attachment; and
- c) that any newly acquired Eligible Programs may be added to software maintenance by feature code order and, once accepted by IBM, will be reflected in the Schedule and charges.

### 2. Termination

Where Client provides notice of a permitted termination under the Attachment, Client will receive a pro rata credit for any remaining prepaid period associated with Services under this Change Authorization.

IBM's Data Processing Addendum (DPA) at <http://ibm.com/dpa> and the DPA Exhibit at <https://www.ibm.com/mysupport/s/article/support-privacy> apply and supplement the Agreement, if and to the extent the European General Data Protection Regulation (EU/2016/679) applies to Client Personal Data, as described in the DPA.

This Change Authorization, the referenced Attachment, Statement of Work, any prior Change Authorizations that have not been replaced by this one, the Schedule, the agreement in effect between us (Agreement), and the IBM i Monthly License Attachment for Service Providers (License) comprise the complete agreement regarding this Change Authorization. Each party accepts the terms of this Change Authorization by signing this Change Authorization by hand or, where recognized by law, electronically.

As used in this Change Authorization, "Client", "Customer", "you" and "your" refer to the contracting entity identified below.

**Agreed to:**

By \_\_\_\_\_

Authorized signature

Name (type or print):

Date:

Enterprise number:

Enterprise address:

**Agreed to:**

International Business Machines Corporation (IBM)

By \_\_\_\_\_

Authorized signature

Name (type or print):

Date:

Reference Attachment number:

Reference Statement of Work:

Change Authorization number:

IBM address: